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July 12, 2002

The Honorable Sara Kyle, Chairman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

In Re: BellSouth Telecommunications, Inc.'s Entry Into Long Distance (InterLATA)
Service in Tennessee Pursuant to section 271 of the Telecommunications Act of
1996

Docket No. 97-00309

Dear Chairman Kyle:

Please accept for filing the original and fourteen copies of the Public Version of the
Testimony of John M. Ivanuska on behalf of Birch Telecom of the South, Inc. in the above-
captioned proceeding.

Very truly yours,

BOULT, CUMMINGS, CONNERS & BERRY, PLC

By:

Henry Walker
Henry Walker

HW/nl
Attachment

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7/12/2002

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P2/16/02

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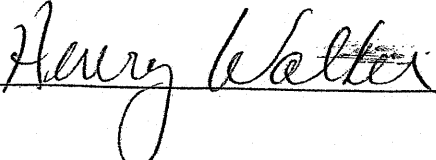
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BEFORE THE
TENNESSEE REGULATORY AUTHORITY

Nashville, Tennessee

In Re: BellSouth Telecommunications, Inc.'s
Entry into Long Distance (interLATA) Service in
Tennessee Pursuant to Section 271 of the
Telecommunications Act of 1996

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DOCKET NO. 97-00309

DIRECT TESTIMONY OF JOHN M. IVANUSKA

ON BEHALF OF BIRCH TELECOM OF THE SOUTH, INC.

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July 12, 2002

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BEFORE THE
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Nashville, Tennessee

In Re: BellSouth Telecommunications, Inc.'s
Entry into Long Distance (interLATA) Service in
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DOCKET NO. 97-00309

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5

DIRECT TESTIMONY OF JOHN M. IVANUSKA
ON BEHALF OF BIRCH TELECOM OF THE SOUTH, INC.

6

7

I. BACKGROUND AND EDUCATION

8

Q. Please state your name, business address and occupation.

9

A. My name is John M. Ivanuska. My business address is 2020 Baltimore

10

Avenue, Kansas City, Missouri 64108. I am the Vice President of Regulatory

11

and Carrier Relations for Birch Telecom, Inc. and its subsidiary, Birch Telecom

12

of the South, Inc.(collectively "Birch").

13

14

Q. What are your responsibilities associated with your current position?

15

A. I oversee all regulatory matters for Birch, at both the state and the federal

16

level. I help formulate and advocate regulatory policy and prioritize those

1 regulatory issues in which Birch will engage. In addition, I manage all facets of
2 Birch's interactions between Birch and its Regional Bell Operating Company
3 ("RBOC") vendors, Southwestern Bell Telephone Company ("SWBT") and
4 BellSouth Communications Corporation ("BellSouth").

5
6 **Q. Please describe your educational background and related experience.**

7 **A.** I graduated cum laude of the State University of New York at Buffalo (SUNY
8 Buffalo) where I received a Bachelor of Science degree in Accounting. I also
9 received a Masters of Business Administration with a concentration in Finance
10 from SUNY Buffalo.

11
12 From March 1984 through March 2000, I held various positions within the Local,
13 Wireless, Competitive Local Exchange Carrier ("CLEC"), and Corporate Staff
14 organizations of Sprint Corporation, including the positions of Rates and Tariffs
15 Manager, Director of Regulatory – Texas, Director of Federal Regulatory Policy,
16 Director of State Regulatory Policy – Sprint PCS (Sprint Spectrum, L.P. at the
17 time), and Director - Local Markets (Sprint NIS). In these various positions, I
18 was directly involved in a host of telecommunications business matters from both
19 a strategic/policy vantage point, as well as a tactical/operational vantage point.

20
21 **Q. Were any of these assignments specific to the CLEC sector of the**
22 **telecommunications industry?**

1 A. In my final assignment prior to leaving Sprint, as Director – Local Markets
2 (Sprint NIS), I was responsible for the negotiation, arbitration, and
3 implementation of interconnection agreements with incumbent local exchange
4 carriers (“ILECs”) GTE and SWBT in support of Sprint’s CLEC initiatives. In
5 implementing these interconnection agreements, I was tasked with ensuring that
6 Sprint was to a level of “market entry readiness” that it was sufficiently capable of
7 operating in the CLEC marketplace in a way that did not place the Sprint brand
8 name at risk. Once operational, I managed all interactions with Sprint’s ILEC
9 suppliers for these CLEC initiatives.

10 Q. Have you ever testified before any regulatory bodies?

11 A. Yes. I have previously testified before the Public Utility Commissions in Texas,
12 Kansas, Missouri, California, Illinois, Indiana, Hawaii, Maine, New Hampshire,
13 New York, Pennsylvania, North Carolina, Florida, and Puerto Rico. I have also
14 delivered several ex parte presentations to the Federal Communications
15 Commission on a variety of topics.

16

17 **II. BACKGROUND OF BIRCH TELECOM**

18 Q. Please provide a brief description of Birch’s history and current operations.

19 A. Established in 1997, Birch Telecom, Inc. is a multi-regional provider of local and
20 long distance and facilities-based voice and data services, serving both
21 business and residential customers in the SWBT and BellSouth regions.
22 Specifically, Birch provides service to customers in Missouri, Kansas, Oklahoma,

1 Texas, Georgia, Tennessee, Alabama, North Carolina, South Carolina and
2 Mississippi.

3 Birch is a privately held corporation with its headquarters in Kansas City,
4 Missouri. It employs 1,200 persons, including nearly 200 in the Southeast part of
5 the country.

6
7 Currently, Birch serves over **** REDACTED**** local access lines throughout its
8 ten state region. Tennessee is one of Birch's key markets, with over
9 ****REDACTED**** access lines, serving small to medium-sized businesses and
10 residential customers.

11
12 **III. PURPOSE OF TESTIMONY**

13 **Q. What is the purpose of your testimony?**

14 **A.** The purpose of my testimony is to address the current state of the competitive
15 telecommunications environment in Tennessee, within the context of BellSouth's
16 pending Section 271 Application before the Authority.

17
18 **Q. What do you believe is the current state of the competitive**
19 **telecommunications environment in Tennessee?**

20 **A.** From Birch's vantage point, the current state of the competitive
21 telecommunications environment in Tennessee, and throughout BellSouth's
22 operating territory, is anything but a level playing field for competitors.

1 BellSouth's actions, practices, policies and overall behavior are all opposed to a
2 competitive telecommunications environment.

3 **Q. Do you have any examples of BellSouth's actions, practices, policies and**
4 **overall behavior referenced in the preceding question?**

5 A. Yes. Attached as JMI Confidential Exhibit 1 are the comments Birch filed with
6 the Federal Communications Commission on July 11, 2002 in WC Docket No.
7 02-150, the docket concerning BellSouth's five-state Section 271 Application for
8 Alabama, Kentucky, Mississippi, North Carolina and South Carolina. The
9 comments address BellSouth's anti-competitive actions, practices, policies and
10 overall behavior in great detail, with many actual customers who are affected by
11 BellSouth's actions, practices, policies and behavior, from multiple states,
12 including Tennessee.

13
14 **Q. Are the issues addressed in JMI Confidential Exhibit 1 exhaustive of Birch's**
15 **assessment of the competitive telecommunications environment in Tennessee,**
16 **or throughout the BellSouth region?**

17 A. No. The list is a snapshot of the master list of all things encountered in the
18 BellSouth region, including Tennessee, that Birch has termed its "Death by a
19 Thousand Cuts" list. That is, an aggregate view of all of the examples of
20 BellSouth's actions, practices, policies and overall behavior is staggering in terms
21 of analyzing impediments to competition.

22

1 **Q.** **Based on Birch's experiences in Tennessee today, does BellSouth warrant a**
2 **recommendation of approval of its Section 271 Application by the Authority?**

3 **A.** **No.**

4 **Q.** **Does this conclude your testimony?**

5 **A.** **Yes. However, I do reserve the opportunity to discuss relevant and/or additional**
6 **competition-impacting issues in rebuttal testimony or at the hearing on the merits.**

ATTACHMENT 1
FOR PUBLIC INSPECTION

Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554

In the Matter of)
Joint Application by BellSouth)
Corporation, BellSouth)
Telecommunications, Inc. and)
BellSouth Long Distance, Inc.)
For Provision of In-Regions)
InterLATA Services in Alabama,)
Kentucky, Mississippi, North)
Carolina, and South Carolina)

WC Docket No. 02-150

COMMENTS OF BIRCH TELECOM OF THE SOUTH, INC.

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July 11, 2002

I. INTRODUCTION

As this Commission is aware, Birch Telecom of the South, Inc. ("Birch") fully participated in BellSouth's initial and supplemental Section 271 Applications for Georgia and Louisiana (CC Docket Nos. 01-277 and 02-35). Birch participated in each of these proceedings through comments, meetings and Ex Partes with both this Commission and the Department of Justice ("DOJ"). Although Birch commented on a variety of issues in the former proceedings, its concerns were by no means exhaustive. In fact, Birch purposely focuses its areas of emphasis on only those examples where Birch truly believes BellSouth denies Birch a meaningful opportunity to compete, or weights the playing field significantly in BellSouth's favor for no other reason than that it has gotten away with doing so. Birch purposely focuses on a few areas rather than the multitude in an attempt to assist this Commission in narrowing its analysis of whether BellSouth has met the 14-point competitive checklist. That is, in Birch's opinion, it is easier to address a few significant issues that permeate the CLEC community, and that can be easily rectified by BellSouth, than to address every potential problem, particularly given the short statutory timeframe in which this Commission must render its decision on a 271 Application.

Through these comments, Birch will provide the Commission a snapshot of a portion of what Birch terms its "Death by a Thousand Cuts" list -- a list that captures a variety of anti-competitive practices and policies employed by BellSouth and experienced by Birch in the marketplace today, the totality of which significantly impedes Birch's ability to compete effectively throughout the BellSouth region. Clearly, BellSouth differentiates itself from other RBOCs in that its corporate attitude seems to be that it does not intend to coexist with CLECs. Rather, as Birch concluded in the first 271 Application for Georgia

and Louisiana, BellSouth would rather operate as a legacy monopolist dictatorship,¹ than as a cooperative vendor/competitor, as anticipated by the Federal Telecommunications Act of 1996 ("FTA"). The anti-competitive policies and practices outlined herein, complete with evidence of consumers who are being denied competitive choices because of BellSouth's policies and practices, support such a harsh conclusion. Not even in the context of a 271 Application has BellSouth altered its corporate attitude, not even for appearance's sake. For example, in instances where BellSouth has full control to voluntarily modify its internal practice about which its CLEC-customers contend is a significant roadblock to competition, BellSouth instead chooses to explain away the practice's insignificance to competition.² Birch submits that BellSouth is not the proper authority to comment on what constitutes a roadblock to its competitors, particularly when its corporate attitude is so opposed to competition.

Birch recognizes that the Commission Staff, the Commissioners and the DOJ are not engaged in the business of operating a CLEC in today's telecommunications environment, competing against a legacy monopolist. Rather, the regulatory bodies are positioned to analyze the problems, data and explanations of both the CLECs and the Regional Bell Operating Companies ("RBOCs") relative to 271-related issues and, ultimately judge whether the evidence is severe enough to jeopardize competition. Frankly, with ever-depleting resources available to participate in these significant regulatory proceedings Birch will not spend the time or the resource wasting this Commission's time with anecdotal

¹ See Comments of Birch Telecom of the South, Inc. CC Docket No. 01-277, October 22, 2001 at 35 ("GA/LA I Comments").

² See Letter from Sean A. Lev, Outside Counsel for BellSouth Communications Corporation, to Mr. William Caton, Acting Secretary, Federal Communications Commission, CC Docket No. 02-35, (March 19, 2002) ("March 19 Ex Parte"); Ainsworth Aff (CC Docket No. 02-150) ¶¶ 227-228 ("Ainsworth Five State Aff.").

evidence of BellSouth's bad acts. Rather, the evidence submitted herein was gathered with the intent of requesting that the Commission place itself in Birch's shoes and analyze the current Application and the underlying actions of BellSouth from the vantage point of a CLEC operating in BellSouth's territory today. Perhaps only after such an analysis is completed can an accurate decision be rendered regarding whether Birch is afforded a meaningful opportunity to compete in the BellSouth territory. Birch submits that an accurate evaluation of such factual data can only conclude that the playing field is anything but level in the Southeast.

II. DEATH BY A THOUSAND CUTS

A. "Phantom DSL USOCs"

In its initial comments to BellSouth's supplemental 271 Application for Georgia and Louisiana (Georgia/Louisiana II), Birch identified a BellSouth practice whereby a customer's Customer Service Record ("CSR") indicates that DSL is present on the customer's account, only to find out from the customer that there is not, nor has there ever been DSL, associated with their account.³ Unfortunately, Birch was not the only CLEC to identify the "phantom DSL USOC" issue as a barrier to competition. At least five other CLECs including Xspedius, Mpower, AT&T, Allegiance and KMC complained of the problem. Despite the claims of six CLECs attempting to compete with BellSouth today, this Commission disagreed "that these claims warrant a finding of noncompliance."⁴ Based largely upon two

³ See Comments of Birch Telecom of the South, Inc., CC Docket No. 02-35, 30-31 (March 4, 2002) ("GA/LA II Comments").

⁴ Joint Application by BellSouth Corporation, BellSouth Telecommunications, Inc., And BellSouth Long Distance, Inc for Provision of In-Region, InterLATA Services in Georgia and Louisiana, Memorandum Opinion and Order, CC Docket No. 02-35 ¶ 158 (May 15, 2002) ("GA/LA II Order").

Ex Partes filed by BellSouth on March 19, 2002 and April 12, 2002, this Commission summarily dismissed real barriers to competition brought forth by real competitors to BellSouth. In fact, based once again on questionable data presented by BellSouth, the Commission dismissed Birch and the other CLECs' claims regarding BellSouth's "phantom DSL USOC" practices, concluding that only a small number of orders were affected by the "alleged phantom USOC."⁵

In briefly reaching its conclusions regarding the "phantom DSL USOC" issues, this Commission did leave a window open to re-visit this issue. In fact, the Commission warned that "[I]f BellSouth's performance in this area deteriorates or if we are provided with evidence in the future that the DSL USOC issues increase in magnitude, we may pursue appropriate enforcement action."⁶ Birch submits the following evidence to illustrate how pervasive the "phantom DSL USOC" issue is throughout BellSouth's territory, and implores this Commission to pursue enforcement action against BellSouth in both Georgia and Louisiana for withholding all relevant data from this Commission regarding the pervasiveness of this issue which was known to BellSouth at the time it filed its *Ex Partes* in the spring of 2002.⁷ Further, Birch implores this Commission to require BellSouth to allocate the requisite resources to implement an effective process to remove the "phantom DSL USOCs" that already exist in its systems, thereby facilitating a quick and seamless conversion for customers who would rather be served by a CLEC. Contrary to data presented by

⁵ *Id.* at ¶ 158.

⁶ *Id.*

⁷ Recall the May 28, 2002 Consent Decree entered into by SBC Communications, Inc. (*In the Matter of SBC Communications, Inc.*, Consent Decree, FCC No. 02-153 (May 28, 2002)), in relation to false information provided to this Commission in by SBC company witnesses through Affidavits filed in connection with SBC's 271 Applications in Kansas, Missouri and Oklahoma. This Commission has exerted its authority in a post-271 environment, and now has the opportunity to address a similar issue with BellSouth in this instant Application.

BellSouth witness Ainsworth, the interim process currently utilized by BellSouth and jointly developed with Birch is simply not conducive to a production environment and needlessly delays conversions, oftentimes causing customers or potential customers to lose confidence in Birch, or forcing Birch to abandon the interim process. The requirement to immediately rectify the current process failures should not be too burdensome for BellSouth since a systematic fix is "under review for implementation in Release 11.0, which is currently scheduled for later this year."⁸ Finally, Birch strongly suggests that the Commission deny 271 relief in any additional BellSouth states until BellSouth has revealed all relevant data regarding "phantom DSL USOCs" to this Commission and has provided this Commission tangible and verifiable proof that it has eliminated this element from all BellSouth retail subscriber accounts, that it is no longer placing this USOC on its retail subscriber accounts on a going forward basis, and has affirmed that the systematic fix will be included in Release 11.0 and will be implemented in 2002.⁹

B. BellSouth Explanations: The Rest of the Story

1. Phantom DSL USOCs amount to "virtual cramming."

BellSouth claims that it never places a DSL USOC on a CSR unless a Network Service Provider ("NSP") has ordered DSL for that particular customer's account.¹⁰ Rather, according to BellSouth, "the phantom DSL USOC" would never be merely a placeholder, but could only occur as a result of one of three activities: 1) the customer has ordered DSL

⁸ Ainsworth Five State Aff. ¶ 228

⁹ See Section D below for an example of BellSouth's ability to implement emergency corrective action for other systems-related problems. It is not out of the realm of possibility for BellSouth to implement a systematic fix for the "phantom DSL USOC" problem even prior to Release 11.0, particularly if it were required prior to gaining 271 approval for the instant Application.

¹⁰ March 19, 2002 *Ex Parte*

service from an NSP, but the NSP has not yet completed the installation; 2) the customer has disconnected service from the NSP, and the NSP has not yet placed the disconnect order with BellSouth or 3) under BellSouth's "old" practices (discontinued in October 2001), the customer attempted to initiate BellSouth's DSL-based Internet access service, but after unsuccessful attempts to install and activate the modem, the DSL service would never be initiated by BellSouth, and BellSouth failed to issue a disconnect order for the service.¹¹

The foregoing representations made by BellSouth, however, do not account for customers who have never pursued DSL services but whose CSRs include the "ADL11" USOC. Nor do BellSouth's representations account for the scenario in which BellSouth "virtually crams" DSL onto a customer's account. Based on the actual data Birch has gathered and provides herein, which is certainly not all inclusive of every example it has encountered in the marketplace, the theory that the "phantom DSL USOC" is put on BellSouth retail customer accounts as a placeholder¹² seems to be the rule rather than the exception, contrary to BellSouth's explanations. Attached hereto as Confidential Attachment 1 is a list of actual customers from various markets in the BellSouth region who are in the process of converting to Birch, potential Birch customers, or customers who remained with BellSouth after shopping Birch, and a significant portion of which have the "phantom DSL USOC" associated with their CSRs (and their accounts) in some way.¹³ These are real customers who, when asked about the presence of DSL service on their

¹¹ *Id.* None of the three activities warrant the placement of a USOC element that creates a barrier to migration.

¹² This placeholder brings a CLEC order to a complete halt.

¹³ See Confidential Attachment 1. The additional barrage of examples evidence customers who have DSL deployed on their main billing telephone number or on their hunt group (See Section B 2).

JMI REDACTED EXHIBIT -- 1 -- FOR PUBLIC INSPECTION

account (after a valid CSR was accessed by Birch), all indicated that it does not exist, or in some cases, had actually paid BellSouth a nonrecurring charge to migrate its DSL to a stand alone line (*See* Section 2 below), but a "phantom DSL USOC" remains on the customer's main billing telephone number, seemingly in perpetuity. Birch submits that these customers are better qualified to verify what services they have actually requested versus taking the word of a BellSouth regulatory witness. Perhaps the Commission will lend credence to these customers' experiences rather than relying on the CLECs' "allegations" or BellSouth's explanations to determine the prevalence of this "phantom DSL USOC."

A glaring example of the "phantom DSL USOC" problem was encountered when Birch attempted to win the regional business of ***REDACTED*** As summarized in Confidential Attachment 2, when Birch was authorized to access the customer's CSRs for all locations throughout the region, Birch identified the "phantom DSL USOC" on the main billing telephone number of individual locations in Alabama, Georgia, North Carolina and South Carolina, resulting in the existence of the "phantom DSL USOC" on the accounts of 18 separate store locations.¹⁴ Also included as part of Confidential Attachment 2 are actual selected CSR excerpts for this customer, that reflect the "ADL11" USOC placed on the main billing telephone number of all 18 individual store accounts.¹⁵ When Birch informed the customer of the presence of the multiple "phantom DSL USOCs," the customer was perplexed, to say the least. In fact, the customer made it very clear to the Birch sales representative that his company had no interest in DSL services, nor had it ever requested any such services for any of its store locations. The prevalence of the "phantom DSL

¹⁴ See Confidential Attachment 2.

¹⁵ For the sake of brevity, Birch chose to only include a few representative CSR excerpts for illustrative purposes, but would be happy to provide any additional data to support its summary spreadsheet.

USOC” on this one customer’s account alone, should call BellSouth’s explanations immediately into question. That is, according to the customer himself, the ***REDACTED*** scenario did not occur as a result of any of the three reasons given by BellSouth to explain the existence of “phantom DSL USOCs.” Nor is this instance included within BellSouth witness Ainsworth’s percentage of accounts affected by this issue.

Further, BellSouth claimed that the “phantom DSL USOCs” were associated with only a very small percentage of UNE-P conversions, thereby concluding that this issue is insignificant to competition.¹⁶ Mr. Ainsworth concludes that the “phantom DSL USOC” issue was only involved in approximately .37 percent of total UNE-P conversions for the month of January 2002, based on BellSouth’s orders that were auto-clarified for that reason.¹⁷ Mr. Ainsworth’s representation of the actual impact of the “phantom DSL USOC” issue is flawed for many reasons, however. First, according to the guidelines included within BellSouth’s “2 Wire Voice Grade UNE Loop/Port Switched Combo CLEC Information Packet,” DSL is one of the services listed under restrictions “that are not applicable for conversion to or available with UNE port/loop combinations that if requested will result in the order being clarified back or returned to the CLEC.”¹⁸ For services that are deemed “restricted” the BellSouth retail customer must request from BellSouth retail that such service be removed prior to conversion from BellSouth to a CLEC. Therefore, it is highly likely that the percentage of LSRs auto-clarified for “phantom DSL” reasons was so low due to the fact that the majority of CLECs, including Birch,

¹⁶ *Id.* at 3. *Ainsworth Five State Aff.* ¶ 227

¹⁷ *Id.*

¹⁸ See 2 Wire Voice Grade UNE Loop/Port Switched Combination or The Unbundled Network Element Platform (UNE-P) for (Business, Residential and Line Side PBX Service) CLEC Information Package, Version 7, at 8-9, October 30, 2001. Attachment 3.

adhered to the foregoing restriction, which required the end user to request removal of the service prior to conversion.¹⁹ As a result, no LSR (and as such, no auto-clarifications) would be issued in these instances, but it would be inaccurate to exclude such occurrences from an analysis that purports to determine the prevalence of "phantom DSL USOCs" and how the conversion process is impeded or impacted by their existence. Also missing from the analysis are manual clarifications, which could also be returned to the CLEC due to the presence of the "phantom DSL USOC."

Additionally, Mr. Ainsworth's analysis does not factor at least one overarching data point. Birch believes the mere existence of "phantom DSL USOCs" raises the question of how many end user accounts actually have these USOCs attached to them? If the universe of end user accounts plagued by the "phantom DSL USOC" is as widespread as Birch has encountered in the marketplace, and as the attached data suggests, needless provisioning hassles associated with the conversion of such accounts continuously discourage Birch from pursuing such accounts once the "phantom DSL USOC" is identified. In addition, in an effort to circumvent the cumbersome provisioning process utilized to remove the "phantom DSL USOC," Birch representatives have informed the customer of the presence of the USOC and asked the customer to contact BellSouth to remove the unwanted and unused USOC from their account in order to be converted to Birch. Not surprisingly, BellSouth retail then will present the customer with a winback offer, causing the customer to remain with BellSouth. Small to medium-sized businesses which have been ignored by BellSouth for years are suddenly eligible for hefty discounts through "Key Customer" or "Key Reward" programs. In fact, this is exactly what occurred with the

¹⁹ Note Mr. Ainsworth's data is from January 2002, before any work around process was implemented to remove the "phantom DSL USOC."

REDACTED account referenced above. Again, these accounts are not factored into Mr. Ainsworth's analysis either. But they do exist. From a CLEC's perspective, it is not difficult to theorize why BellSouth has intentionally placed this "phantom DSL USOC" onto a customer's account, and that is -- to help preserve its monopoly market share.

Mr. Ainsworth also outlines the success of the manual workaround process implemented by BellSouth as an interim solution to the "phantom DSL USOC" problem.²⁰ Birch admits that it trialed the manual workaround process with BellSouth in March 2002, during BellSouth's Georgia/Louisiana II bid for 271 relief. At that time, and because this problem had gone unaddressed by BellSouth for months despite Birch's repeated attempts, Birch attempted to obtain any meaningful cooperation from BellSouth to alleviate this ever-increasing problem encountered by Birch's sales staff in the Southeast. Perhaps out of desperation for any "fix," Birch agreed to trial the workaround process. Unfortunately, and as predicted by Birch in its Georgia/Louisiana II Comments,²¹ the manual process implemented by BellSouth is not scalable in a production environment like a provisioning center. Particularly in today's telecommunications environment, a CLEC must delicately balance its resources to provision its customers' service in an efficient, expeditious manner. Manual processes do not promote efficiency. The manual workaround process implemented by BellSouth to address the "phantom DSL USOC" problem is simply inefficient and cumbersome. The reality is that Birch cannot afford to dedicate specific personnel to provision the "phantom DSL USOC" ridden orders because it causes too severe of a resource imbalance for Birch's provisioning group. Since the beginning of the trial with BellSouth, Birch has only attempted to provision 45 orders using BellSouth's interim manual

²⁰ Ainsworth Five State Aff. ¶ 229.

²¹ GA/LA II Comments at 35-36.

process – due in large part to the inefficiencies it breeds. Frankly, Birch should not be forced into being an inefficient competitor because of BellSouth's purposeful placement of "phantom DSL USOCs" onto a customer's account, for no apparent reason other than to prohibit the otherwise more efficient migration of a customer from BellSouth to Birch.²² Again, Birch can only conclude that the prevailing reason for the existence of "phantom DSL USOCs" is to impede a customer's conversion to a CLEC – oftentimes denying consumers of competitive choices.

Similar to its performance measurement data presented in conjunction with Georgia/Louisiana I, BellSouth's explanations for the "phantom DSL USOC" problems simply do not add up. BellSouth's practice of placing a "phantom DSL USOC" onto customers' accounts, seemingly at will and without a customer's consent or knowledge, amounts to "virtually cramming" its end users' accounts. Although Birch offers no evidence in the instant comments regarding whether BellSouth has billed any customers for "phantom DSL" services, BellSouth has still crammed these USOCs onto presumably thousands of customers' accounts. And the only purpose the "phantom USOCs" seem to serve is to effectively lock customers out of competitive choices because of its severe impact on CLEC conversion efforts. This BellSouth practice requires increased scrutiny and investigation. Neither this Commission nor competitors will ever know how widespread this practice has been utilized by BellSouth without all of the relevant data being brought forth by BellSouth. Again Birch implores the Commission to scrutinize and investigate BellSouth's "phantom DSL USOC" practice and require its ubiquitous removal, as well as increased dedicated

²² Another theory for the use of the "phantom DSL USOC" could be for BellSouth to inflate its DSL take rate numbers, as Birch alluded to in Georgia/Louisiana II. Surely other RBOCs are envious of the exorbitantly high apparent take rates enjoyed by BellSouth in the Southeast.

BellSouth resources to remove this element as encountered by CLECs and at CLECs' requests in the interim, prior to approving this five-state application.

2. DSL on the Customer's Main Telephone Number or Line of a Hunt Group

As Birch reported in its Reply Comments in the Georgia/Louisiana II Application, BellSouth adheres to a policy of placing DSL services on a customer's main billing telephone number or the main line or in the middle of a customer's hunt group.²³ Again, Birch was not the only CLEC to comment on how this BellSouth policy impedes a competitor's meaningful opportunity to compete.²⁴ In its March 19 *Ex Parte*, BellSouth denied that the foregoing is BellSouth's policy. Rather, BellSouth indicated that its policy "is to place DSL on whichever line the customer requests."²⁵ BellSouth even agreed to send a notification to its sales agents to remind them of BellSouth's policy.²⁶ BellSouth's explanation is interesting on many levels. In its sales training, does BellSouth instruct its agents to inform the customers of the potential limitations of placing the DSL on a customer's main billing telephone line? That is, if BellSouth requests customer preference on where to place the DSL, as BellSouth contends, does the customer fully understand that the option to choose another local service provider has been foreclosed as a result of placement on the main billing telephone line, main line of a hunt group or within the hunt group, absent various requirements and charges to move DSL to another line in the future? Perhaps BellSouth could provide its sales training materials to assuage Birch's concerns with BellSouth's alleged policy.

²³ *Id.* at 31-32.

²⁴ *See* KMC GA/LA II Comments at 12-13.

²⁵ March 19 *Ex Parte* at 4.

²⁶ *Id.*

Birch has already provided this Commission with multiple examples of customers which have "phantom DSL USOCs" on their accounts. As these customers apparently have never requested DSL service, BellSouth would never have had the opportunity to ask the customer onto which line the customer preferred the DSL deployed – yet in the vast majority of examples provided, the "ADL 11" USOC appears on the customer's main billing telephone number or within the customer's hunt group. For example, Confidential Attachment 2 illustrates that in ***REDACTED*** example, all 18 occurrences of the "phantom DSL USOC" were placed onto the main billing telephone number of each store location.²⁷ Again, this customer *never* requested DSL for any of the company's accounts. It is therefore impossible to conclude that BellSouth placed the DSL onto the lines designated by the customer. Again, BellSouth's explanations are neither based on fact nor actual practices or policies of the company. This explanation was pure rhetoric provided by BellSouth to placate this Commission.

Why is this issue so important to Birch and to other CLECs? Frankly, aside from the fact that the existence of a "phantom DSL USOC" brings Birch orders to a standstill, this is a prime example of an internal BellSouth policy that can and should be changed without regulatory intervention. When a customer has DSL service on either its main billing telephone line or on a line included within its hunt group, the voice lines cannot be migrated to a competitive provider, unless the DSL service is transferred to a stand-alone line first. Although technically, the migration of the DSL service to a customer's fax line, for example, is not a difficult task, BellSouth will charge the customer \$199 to complete this task. Birch has found that the majority of customers typically do not want the added hassle or expense

²⁷ Specifically, refer to the CSR excerpts that have been provided that clearly show the "ADL11" USOC associated with the main billing telephone number.

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of migrating their DSL service when they are informed of the additional charge. Confidential Attachment 4 contains examples of actual customers from Charlotte, North Carolina who were marketed, and usually lost due to the \$199 DSL migration charge as a result of the customer's DSL being deployed on its main billing telephone line or on a line of its hunt group.²⁸ Clearly, these issues do affect a customer's ability to do business with a competitive provider. The examples and the impact on Birch are both very real.²⁹

Contrary to BellSouth's previous explanations, it is BellSouth's policy to deploy DSL (or "phantom DSL") onto a customer's main billing telephone number or onto a line of a customer's hunt group -- irrespective of what the customer may prefer. Again, this policy seems to have no practical purpose other than to frustrate a customer's conversion to a competitive provider. Birch encountered this exact problem several years ago in the SBC-SWBT territory. However, when Birch expressed its serious concerns regarding SBC's policy, SBC voluntarily agreed to modify its policy to never deploy DSL onto a customer's lines of a multi-line hunt group and will desegregate the DSL to a stand alone line if provisioned on the main line of a hunt group. It would take very little effort from BellSouth to mirror SBC's policy. In the Age of Enron, does BellSouth's corporate behavior really warrant a regulatory nod of approval?

In the interest of ensuring that BellSouth is not purposely implementing policies that are barriers to competition, this Commission deserves to know what BellSouth's real policies are with respect to deployment of DSL on a customer's main billing telephone line onto a line of a hunt group. It is well within BellSouth's control to implement, "voluntarily"

²⁸ See Confidential Attachment 4.

²⁹ The amount of potential revenue lost is available to Birch and Birch would be happy to share an estimate of lost revenue due to just two DSL-related issues. The financial impacts are very real indeed.

of course, a policy to never deploy DSL onto a customer's main billing telephone line or the lines of a hunt group on a going forward basis, and to reduce or eliminate altogether its nonrecurring charge of \$199 to \$0³⁰ or to a fee that is more commensurate with the work actually performed to migrate the DSL to another line. It is well within the Commission's authority to require BellSouth to change its policy prior to granting 271 approval for five additional states. Either way, Birch requests that the Commission not ignore the significant impact BellSouth's policy has had, and will only continue to have if not immediately rectified, on competition in the Southeast.

C. Mysterious Presence of Pending Service Orders: Most Egregious Behavior Yet?

For a typical conversion from BellSouth to Birch service, Birch accesses a customer's CSR to assess what products, services and features the customer currently subscribes to with BellSouth, so Birch can prepare an LSR reflecting the same configuration of the customer's account when converted to Birch. If the CSR contains a pending service order ("PSO"), however, it must be cleared/completed prior provisioning a customer's order. That is, the Birch LSR will be clarified if a PSO is present on the customer's account. A PSO should indicate a service or feature, such as Call Waiting or Call Forwarding, requested of BellSouth retail, by the customer, to be added to their account. Obviously, Birch is aware of the provisioning delays, and that the order will be clarified back if a PSO is present on a CSR and therefore waits patiently (oftentimes weeks) to have them removed by BellSouth prior to submitting an LSR. With respect to PSOs, Birch has discovered what is potentially the most egregious behavior displayed by BellSouth yet. Attached as Confidential Attachment 5 are

³⁰ Indeed because BellSouth's actions to place DSL on a main line or within a hunt group appears to be deliberate, why should customers be forced to hurdle a cost barrier just to rectify this monopoly-induced wrong?

examples of customers who have not contacted BellSouth during the pendency of their conversion to Birch, but mysteriously have PSOs appear at the beginning of the provisioning process – PSOs that were not present on the CSR when originally pulled by Birch.³¹ That is, Birch submits a customer order based on a “clean” CSR and the order is then clarified back to Birch for what is now a mysteriously present PSO on the account.

For example, the timeline for ***REDACTED***³² in Memphis, Tennessee indicates that the customer signed up for Birch service on 06/05/02. Between 06/5/02 and 06/24/02 the customer ordered an additional line through BellSouth, and Birch verified that the customer’s CSR was “clean,” or free of any PSOs related to the subsequent order on 06/24/02. On 06/27/02 the customer’s order was rejected for a PSO on the customer’s account. On 07/03/02 the PSO from 06/27/02 did complete, but at that point the “phantom DSL USOC” appeared on the customer’s account. Not surprisingly, the customer indicated that when he ordered his additional line with BellSouth he was asked about adding DSL by the BellSouth retail representative. The customer further indicated that he informed BellSouth that he had no interest in DSL at this time or any time in the future – yet the “phantom DSL USOC” nonetheless was placed on the account, and is still present. In providing reasons for the existence of “phantom DSL USOCs,” BellSouth apparently failed to mention that an additional reason is that DSL is merely mentioned by BellSouth to the customer. As of 07/10/02, the customer has a projected due date of 07/17/02, or 42 days after the customer initiated steps to convert to Birch. In fact, on 07/10/02, the customer

³¹ See Confidential Attachment 5. A Birch representative may pull a customer’s CSR one day to several weeks before an order is actually submitted, depending on individual circumstances, so the pendency of a customer’s conversion varies accordingly.

³² See Attachment 6, which depicts this customer’s experience.

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indicated that he might just remain with BellSouth because of all of the delay and confusion with respect to his conversion.

Additionally, the timeline for ***REDACTED***³³ Montgomery, Alabama, indicates that this customer requested Birch service on 06/05/02. Birch pulled the customer's CSR on 06/13/02, which did not reflect any PSOs on the account. On 06/27/02, the customer's order was rejected for a PSO. Birch's investigation discovered that between 06/13/02 and 06/27/02 BellSouth added its "Complete Choice" package to the customer's account. Again, the customer indicates to Birch that they had not been in contact with BellSouth after 06/05/02, nor did they authorize the addition of this package to their account.

Aside from the obvious fact that the customer's conversion has just been needlessly prolonged, the more serious issue is how customer's CSRs, customers who are ironically in the process of converting to a CLEC, are being readily accessed and acted upon by BellSouth retail. This can be divided into two issues. The first is the fact that BellSouth retail is adding services onto a customer's account that were never ordered, or again, cramming them. The second issue is how these particular customers are being targeted by BellSouth retail, customers who are in the process of a conversion to a CLEC. While it is a given that BellSouth retail may readily access its customers' CSRs and Customer Proprietary Network Information ("CPNI") for a variety of purposes, Birch's discovery raises the question: does BellSouth retail monitor CSRs that are pulled by CLECs? Further, are the additional services being added to customer accounts by BellSouth retail in an effort to impede conversion efforts, or worse, to buy time to conduct winback efforts?

³³

See Attachment 7, which depicts this customer's experience.

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Assuredly, BellSouth will be quick to file an *Ex Parte* attempting to explain away the significance of this PSO issue. Presumably, as with other "insignificant" issues, BellSouth will admit that this has occurred in error in a limited number of instances and in fact has only affected less than 1% of orders is therefore insignificant, and BellSouth will promise to take corrective action. The implications of the type of behavior exhibited relative to these PSO issues are too anti-competitive to allow BellSouth to once again placate this Commission with nonchalant monopolist double talk. The reality is that one of two things is occurring on a regular basis. Either BellSouth has a grave system problem that results in PSOs being added to only CLEC customers' accounts during the course of conversion, or BellSouth is targeting customers who have chosen to convert to a CLEC and intentionally adding services never requested by the customer, all to frustrate a customer's conversion. It is not difficult to conclude that oftentimes customers who have rocky conversion experiences quickly wind up back with the RBOC. It goes back to BellSouth's incentive to preserve its monopoly market share status.

While these comments may have begun to sound a little like a "BellSouth market share preservation conspiracy theory," without the hard evidence provided herein to prove the BellSouth acts alleged by Birch, Birch would probably be inclined to be a little skeptical as well. The reality is that multiple examples of each of BellSouth's acts exist. This Commission must determine how the retail PSOs previously not present on a "clean" CSR mysteriously appear on a customer's account somewhere in the middle of the customer's conversion to Birch. The Commission cannot merely be satisfied with BellSouth rhetoric in response to this problem. Rather, this Commission must demand that BellSouth reveal specifics related to BellSouth's retail practices and what specific CLEC customer information can be accessed by BellSouth retail -- before, during and after a conversion to a CLEC. In

light of BellSouth's overly aggressive winback efforts, this information is critical to determining whether BellSouth is crossing the line between its retail and wholesale operations and illegally breaching the barrier of confidentiality in the process. Birch submits that regardless of its cause or whether it is of material volume, the evidence presented herein amounts to illegal breaches of the retail/wholesale separation by BellSouth in specifically targeting, accessing and manipulating customer records of customers who have already made an affirmative decision to convert to Birch service. Birch implores the Commission to resolve this issue completely prior to granting 271 approval for the instant Application.

D. Directory Listing Disaster

In the 11th hour of the Georgia/Louisiana II Application, Birch discovered a major BellSouth systematic issue related to the processing of CLEC partial migration orders and the subsequent effect on the customer's white page directory listing in BellSouth's affiliate, BellSouth Advertising Publishing Company's ("BAPCO") directory. The Birch discovery of BellSouth's systematic issue resulted in BellSouth implementing a permanent BellSouth/BAPCO system programming fix to resolve the partial directory listing order sequence deficiency, via an emergency release on June 28, 2002. The action by BellSouth to resolve this via an emergency release should, in and of itself, illustrate the severity of the problem.

Birch initially discovered the partial migration directory listing order sequence problem through an analysis of some ordering errors Birch had actually made in connection with a number of conversions. In order to process LSRs according to BellSouth procedure, Birch is required to indicate which lines are to remain with BellSouth/losing carrier and the associated directory listing information related to those lines. If Birch did not address how the remaining lines were to be listed, the billing telephone number ("BTN") on the remaining

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account would automatically be listed (appear in both the book and in Directory Assistance).

This is an affirmative action on the part of Birch.

In late March 2002, Birch discovered that it had not populated multiple LSRs correctly ("Birch LSR errors"), resulting in directory listing errors for affected customers, including scenarios where the main TN for both the "losing" carrier and the Birch BTN would be published in the directory. In essence, a customer's fax number, for example, that remained with BellSouth, might be published *in addition to* the customer's actual BTN, which had been migrated to Birch as part of a partial migration. Birch subsequently worked with the LCSC to correct Birch's procedure for populating the LSRs according to BellSouth protocol.

While Birch was investigating the Birch LSR errors, it was discovered that in some cases, the Birch BTN was omitted from the book, but not Directory Assistance. Upon query to BAPCO personnel, BAPCO described the problem to Birch as an "order sequencing issue." That is, rather than the 'N', 'C' and 'D' orders completing in the appropriate sequence, the 'N' order was completing before the 'C' or 'D', causing the customer's directory listing information to be deleted and thus not being included within the relevant directory.

This partial migration order sequencing problem has resulted in a number of Birch customers' directory listing information being deleted and subsequently omitted from the relevant directories. As a result of this systematic order sequencing problem, many Birch customers have been excluded from their appropriate directories and such exclusions were not discovered until after the closing period for publication. Birch admits that BellSouth and BAPCO both assisted Birch in quantifying the total impact to Birch's customers, but have offered to do very little to compensate Birch's customers who have had their directory

listings excluded from their directories for the next year – due solely to a legacy system(s) error between BellSouth and BAPCO.

Of additional concern to Birch is the fact that BellSouth has essentially pushed the systematic resolution of the partial migration directory listing order sequencing problem to the fringe of the Change Control Process (“CCP”) and has presumably not revealed the full nature of the actual system problem and subsequent impact to CLECs’ customers, with the exception of Birch who originally identified the problem. It is particularly troubling that BellSouth knew of this systematic problem and the potential impacts to CLEC customers during the pendency of Georgia/Louisiana II and never disclosed these to the Commission or the CLEC community at large. Additionally, BellSouth’s attempts to resolve the systematic problem seem to have been pushed through the back door, so to speak. For example, on April 26, 2002 BellSouth distributed a Carrier Notification (SN91081619) to clarify the Disposition of Remaining Lines on Partial Migrations.³⁴ Next, on May 22 at the CCP meeting, BellSouth included an agenda item to address and clarify Partial Migrations Directory Listings referenced in “BellSouth Business Rules for Local Ordering General Information & R/C/O Tables TCIF 9/LSOG 4 TCIF 9/LSOG 4, Section 2.4, Partial Migration.” This agenda item was not discussed at the May 22 meeting, however, due to time constraints. On May 24 BellSouth distributed a Carrier Notification advising that BBR-LO, Version 10.5 will be updated to the BellSouth website on June 3. The BBR-LO, Version 10.5 was updated and posted to the BellSouth website on June 3. On June 24 a BAPCO representative sent an electronic mail transmission to T.J. Sauder of Birch, indicating that a permanent BAPCO system fix was scheduled for June 28.

³⁴ See Attachment 8.

On June 26 at the June CCP meeting, BellSouth LCSC representatives reviewed the section of the BBR-LO, Version 10.5 related to the partial migrations directory listings portion that had just been updated on June 3. At the June meeting, Birch asked BellSouth what led to BellSouth's changes on June 3, to which BellSouth responded that the changes were based on an apparent routine perusal of the BBR-LO document.³⁵ Birch further questioned whether BellSouth was aware of any BAPCO related system fix associated with partial migration orders that was scheduled for June 28. BellSouth agreed to investigate that issue. It was interesting to Birch that neither BellSouth nor any other CLEC seemed to be aware of the system fix or the problem that originally caused the fix, particularly in light of BellSouth's prior knowledge of both issues in relation to Birch's customers' problems that resulted. At that same June 26 meeting, Birch also requested that BellSouth CCP to include BAPCO systems and system flow within the scope of CCP as is the case with SBC's Change Management organization.

On June 28, the day of the BAPCO release, Birch finally received "official" notification from BellSouth's CCP group of the emergency release. Specifically, Birch was informed that the system fix would require the 'D' or 'C' order to always be worked prior to the 'N' order that established the listing information. Per BAPCO, extensive testing was performed prior to implementation. Unfortunately, more questions than answers remain for Birch. Specifically, why were the CLECs not informed of the BAPCO emergency release in advance, particularly since it is CLEC customers that are affected by the system problems? On July 1, BellSouth CCP informed Birch that BAPCO's emergency release/fix was successful and that BAPCO had validated that the 'D', 'C' and 'N' orders are posting in the appropriate sequence as a result. However, Birch was not provided any evidence from

³⁵

See Attachment 9, June 26, 2002 Change Control Process meeting minutes.

BellSouth or BAPCO to support assertion that the fix was successful. Moreover, Birch is concerned as to how it is supposed to validate this emergency release/fix.

On July 2 Birch again challenged BellSouth CCP to incorporate BAPCO and BAPCO legacy systems under the CCP umbrella. On July 10, Birch was informed that BAPCO's systems would indeed *not* be included within the scope of CCP, at the insistence of BAPCO. It seems almost ridiculous that the systems associated with one of BellSouth's affiliates that affects nearly every, if not all, CLEC customers in one form or another, is not included under the CCP umbrella. As the partial migration directory listing issue has proven, problems with a BAPCO legacy system can have just as significant of an impact on a CLEC's customers as BellSouth's OSS.³⁶

As a result of the partial migration directory listing order sequencing issues described herein, Birch (and assuredly all CLECs who processed partial migrations) is left to deal with its business customers who simply do not have any type of white page directory listing for the upcoming year. The explanations to these customers rarely, if ever, go smoothly, as this is most of these customers' initial experience with a competitive carrier. Understandably, their confidence is shaken – unfortunately through no fault of Birch. BellSouth's response to the establishment of a systematic fix has been anything but honest and forthcoming. Slamming an "emergency release" into place, without any detailed explanation to CLECs was completely unexpected. Further, masking the true purpose for the June 3 changes to the BBR-LO by indicating that they were the result of a routine review of the document is dishonest – there is just no politically correct way to say it. If BellSouth would commit to dealing with CLECs in a more forthcoming and honest manner, the credibility gap would be

³⁶ Again, the SBC Change Management Process recognized this fact and as such includes the legacy systems of its directory affiliates under the CMP umbrella.

bridged tremendously. Perhaps BellSouth's behavior with respect to its BAPCO problem is just another example of BellSouth's corporate attitude.

For most if not all other CLECs, this will be their first opportunity to attempt to conduct damage control of their customers who were excluded from their directories because of this problem. Birch strongly urges this Commission to require BellSouth to disclose the totality of the impact of the partial migration directory listing problem to CLEC customers, and to further explain why BellSouth purposely concealed this problem from other CLECs and regulators during the pendency of the Georgia/Louisiana II Application. Additionally, witnessing how BAPCO has operated on the fringe of CCP and witnessing the effect BAPCO systems can have on CLEC customers, Birch requests that the Commission require BAPCO legacy systems, 12-month release scope requirements, a testing environment and an order to book system/process flow to be included under the CCP umbrella, as other RBOCs have done voluntarily, as a condition to 271 approval for this five state application.

III. CONCLUSION

BellSouth's policies and actions appear to be designed to deliberately obstruct customers' abilities to succeed in making competitive choices. While each individual problem identified herein may not seem to be a significant barrier to competition in this Commission's view, all of the issues must be viewed as the "Death by a Thousand Cuts," literally, because this is the impact, financially and otherwise, felt by Birch everyday throughout the BellSouth region. Birch has focused on a limited set of serious impediments to competition, not because other issues are unimportant or insignificant, but rather to provide a snapshot, grounded in fact as evidenced by the data supporting these comments, of a day in the life of Birch in the BellSouth region. Other CLEC commenters will surely focus on BellSouth's overly aggressive winback efforts, including its promotional offerings

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like "Key Customer Rewards," BellSouth's haste to lock small to medium-sized business customers into long term agreements at deep discounts, unusually high UNE rates for various elements, the misapplication of such rates on CLEC bills and the questionable tie-in agreements between BellSouth and its affiliates that are offered to customers and include discounts on voice services. Although not exhaustive, the list is staggering, with new barriers cropping up by the day. BellSouth, however, seems to always be focused on and misdirecting regulators' attention to BellSouth's "fixes" to these problems rather than on why so many of them exist. The DSL problems presented herein are perfect examples of BellSouth either denying a problem exists or presenting its 11th hour resolutions. A review of all of the data provided by Birch warrants not only close scrutiny of BellSouth's actions, policies and practices, but also a denial of the instant Application.

WHEREFORE Birch Telecom of the South, Inc. respectfully requests careful consideration of the comments contained herein.

Respectfully submitted,

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Rose Mulvany Henry
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FCC ATTACHMENT 3



**2 Wire Voice Grade UNE Loop/Port Switched Combination (UNE-P)
(Business, Residential and Line Side PBX)**

**2 Wire Voice Grade UNE Loop/Port Switched
Combination
or
The Unbundled Network Element Platform (UNE-P)
for
(Business, Residential and Line Side PBX Service)**

**CLEC
Information Package**

October 30, 2001

(Version 7)



**2 Wire Voice Grade UNE Loop/Port Switched Combination (UNE-P)
(Business, Residential and Line Side PBX)**

Switched Access Billing (Continued)

recordings, which are necessary to identify switched access data and bill Carriers, are available through the purchase of the ADUF file. Receipt of ADUF messages requires CLECs to purchase Network Data Mover (NDM) software (Connect Direct). Switch recordings detailing local usage, intraLATA toll usage and per use of vertical features are available through subscription to the Optional Daily Usage File (ODUF).

911 Updates and Surcharges

BellSouth shall make 911 updates in the BellSouth 911 database for the CLEC's UNE-P lines. BellSouth will not bill the CLEC for 911 surcharges. The CLEC is responsible for paying all 911 surcharges to the applicable governmental agency.

Pre-Ordering Checklist

Availability

The availability of this service and the manner in which the service is provided is dependent on the specific terms of the Local Interconnection Agreement between BellSouth and the Competitive Local Exchange Carrier (CLEC). Depending on this Agreement, the service may be available in all BellSouth states for conversions of BellSouth retail, resale or existing UNE port/loop switched combinations when the combination of unbundled network elements is currently combined and in service on BellSouth's network. Unless otherwise contracted by BellSouth, where the combination of unbundled network elements is not currently combined and in service on BellSouth's network, CLECs may combine UNEs themselves in their collocation space. In states that have ordered BellSouth to provide not currently combined UNE switched combinations or new installations to be included in this offering, BellSouth will make those new installations available contingent upon the terms of the Parties' Agreement. BellSouth is also not required, unless otherwise contracted, to provide Unbundled Local Switching and therefore UNE port/loop combinations in density zone 1 of its top 8 MSAs if the end user has four or more PSO equivalent lines and if BellSouth has provided nondiscriminatory, cost-based access to the enhanced extended link (EEL) throughout density zone 1. The top 8 MSAs include Orlando, Ft. Lauderdale, Miami, Atlanta, New Orleans, Greensboro-Winston Salem-Highpoint, Charlotte-Gastonia-Rock Hill and Nashville. A list of the BellSouth CLLI codes within Zone 1 of these Top 8 MSAs is provided within the Appendix of this document as Exhibit 1.

Restrictions

There are BellSouth services that are not applicable for conversion to or available with UNE port/loop switched combinations that if requested will result in the order being clarified back or returned to the CLEC. These include but may not be limited to the following:



**2 Wire Voice Grade UNE Loop/Port Switched Combination (UNE-P)
(Business, Residential and Line Side PBX)**

- Back-up Lines
- Fax Overflow
- BellSouth ADSL
- WatchAlert®
- BellSouth Voice Mail (although certain MemoryCall® services are eligible for conversion)
- Uniserv and Zipconnect
- BellSouth Memorycall USOCs (other than those provided within the Appendix, Exhibit 3)

Billing Information

The CLEC must provide BellSouth with a Facility-based OCN and have requested a Facility based Q-account number through their Account team.

Ordering Information

The CLEC can issue orders either manually or electronically. Based on the interface used by the CLEC, it should follow the appropriate guide on the Internet website based on its interface for instructions.

Ordering Process Description

- Local Carrier Service Center (LCSC) will receive and process LSRs for service order issuance.
- LCSC and entry system will accept only complete and error free LSRs for order issuance.
- If a mechanized order entry system is available and the CLEC sends a manual order, BellSouth will bill the CLEC a manual charge associated with the additional cost that is incurred with the manual process. The charge will be billed in addition to all other non-recurring charges.

Note: Existing PIC/LPIC change request procedures will be followed.

Required/Optional Forms

- LSR (Required)
- EU (Required)
- Port Service Form (Required) requests for vertical services should appear in the Feature/Feature Detail section
- Port Service Addendum Form (Optional - Local form used for manually ordering Selective Call Routing)

FCC ATTACHMENT 8

BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

**Carrier Notification
SN91081619**

Date: April 26, 2002

To: Competitive Local Exchange Carriers (CLECs)

Subject: CLECs - **REVISED**: Disposition of the Remaining Lines on a Partial Migration (originally posted December 22, 1999 and revised on March 21, 2000).

This is to clarify BellSouth's position in Item 2 of the original letter dated December 22, 1999. Item 2 stated that a Directory Listing (DL) request was required when the main line for a customer of one telecommunications carrier was migrating to another telecommunications carrier; the other lines were remaining with the original telecommunications carriers; and the listing was to change on the remaining lines.

Beginning May 1, 2000, when a LSR is received by the Local Carrier Service Center (LCSC) and the main line is migrating on a partial migration, certain information will be needed to assure consistency in the disposition of the remaining lines. What is needed and the defaults that will apply are:

1. The new main telephone number for the remaining account must be provided in the REMARKS section of the LSR. Failure to provide this will result in the LSR being returned to the CLEC for clarification.
2. On a partial migration, when the main line is migrating, a DL request must be provided for the new account. Any changes to the existing listing on the remaining account must be noted in the REMARKS section of the LSR. If no such changes are noted in REMARKS, the listing for the remaining account will be set up identically to the listing that the migrating number had.
3. The Hunt Sequence (if applicable) should be clearly communicated in the REMARKS section of the LSR. If no information is provided, the LCSC will attempt to set up the hunt sequence identically to the hunt sequence on the remaining account less the numbers migrated. If the LCSC is unable to determine what the new hunt sequence should be and the information has not been clearly communicated in the REMARKS section, the LSR will be returned to the CLEC for clarification.

Please contact your BellSouth **Local Support Manager** with any questions.

Sincerely,

ORIGINAL SIGNED BY JIM BRINKLEY

Jim Brinkley – Senior Director
BellSouth Interconnection Services

FCC ATTACHMENT 9



June 26, 2002
CCP Monthly Status Meeting
MEETING MINUTES

MEETING NAME	MINUTES PREPARED BY:	DATE PREPARED
Monthly Status Meeting	Cheryl Storey – Change Management Team	6-28-02

BellSouth Participants

PARTICIPANT	COMPANY
Valerie Cottingham	BST – CCP
Cheryl Storey	BST – CCP
Brenda Slonneger	BST – ELMS6 Proj Mgr
Steve Hancock	BST – CCP
Brenda Thomas	BST - Testing
Dennis Davis	BST - CCP
Phil Porter	BST – PMAP
Linda Jones	BST – CCP
Eric Paschal	BST - Testing
Gary Romanick	BST – Customer Care

PARTICIPANT	COMPANY
Doyle Mote	BST – LCSC Documentation
Ann Haymons	BST – LCSC Staff
Rodney Strawter	BST – LCSC Staff
Rose Kirkland	BellSouth Technology
Yahkiah Wilson	BST – LCSC Staff
Kathy Rainwater	BST - CCP
Vickie Beachley	BST - Testing
Meena Masih	BST – Release Mgmt
Jill Williamson	BellSouth Technology
Audrey Thomas	BST – New Solutions Delivery

CLEC/Other Participants

PARTICIPANT	COMPANY
Bernadette Seigler	AT&T
Mel Wagner	Birch Telecom
Graham Watkins	KPMG
Shamone Stapler	ITC/DeltaCom
Mary Conquest	ITC/DeltaCom
Matt Beynon	TelExcel Partners
Tami Swenson	Launch-Now-Accenture
Annette Hardy	Access Integrated
Joanne Baxter	Network Telephone
Bob Carias	Nightfire
Cheryl Haynes	NuVox
Colette Davis	Covad
Janeen Cruhn	Talk America

PARTICIPANT	COMPANY
Nicole Drier	Birch
Tyra Hush	WorldCom
Jackie Jones	Ztel
Peggy Rubino	ZTel
Rick Whisamore	WorldCom
John Duffey	FL-PSC
Kyle Kopytchak	Network Telephone
Alan Flannigan	Time Warner
Heather Thompson	Allegiance Telecom
Sherrian Lively	NuVox
Carl Lawson	dset
Jay Bradbury	AT&T
John Fury	NewSouth



June 26, 2002
CCP Monthly Status Meeting
MEETING MINUTES

Meeting Information History

DATE	START TIME	END TIME
06/26/02	11:00 AM ET	3:00 PM ET

MEETING PURPOSE / AGENDA

To discuss Monthly Status Meeting activities.

June 26, 2002
CCP Monthly Status Meeting
MEETING MINUTES

Agenda Items	Discussion
1. WELCOME/INTRODUCTIONS	Steve Hancock (BST Change Management Team) welcomed all participants and reviewed the agenda.
2. REVIEW OF OUTSTANDING ACTION ITEMS	<p>Refer to the Action Item Log that is attached to the minutes for the latest status of all items.</p> <p>Main topics of discussion included:</p> <p><u>AI – 3 Provide the defect management process for CAVE (OPEN)</u></p> <p>Eric Paschal (BST) reported that the defect management process for CAVE is addressed in the draft Testing Practices & Procedures (TPP) document. Bernadette Seigler (AT&T) commented that there was potential overlap for naming severity levels. Steve advised that the severity levels would be applied to the production environment. CLECs requested that this Action Item remain open until the results of ballot #12 are distributed later this week.</p> <p><u>AI – 19 Investigate developing a process to address identifying those defects that require coding changes (OPEN)</u></p> <p>The CCP document was updated on 5-1-02 (Section 5.0-Defects) to reflect that in the event correction of the defect may potentially cause the CLECs to perform coding or business rule changes; BST will provide notification and appropriate documentation with the release notification. Also added as an output to Step 6: Documentation of potential CLEC coding/process changes. CLECs requested that a reference be made on the Action Item Log to reflect the ballot # that this language was included in and approved. See New Action Items.</p> <p><u>AI – 41 Investigate if one test agreement can include a set of validation test cases should a new TAG API be implemented on the release date (OPEN)</u></p> <p>Eric stated that this information is addressed in the draft TPP document. Bernadette questioned what “baselined” meant. Eric replied that Version 1.0 of the TPP document will be the baselined version and if the CLECs concur with the document, BST will proceed with implementation. Tyra Hush (WorldCom) questioned if pre-order test cases are provided when testing a new TAG API. Eric replied that pre-order test cases would be included with the new test case catalog. Currently, pre-order test cases are not provided for a new TAG API. CLECs requested that this Action Item remain open until the TPP document is finalized.</p>

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	<p><u>AI-42 Investigate providing its internal process of testing a Release before it is loaded into CAVE (OPEN)</u></p> <p>Eric stated that the draft TPP document reflects the steps BST takes associated with testing a release before it is loaded into CAVE. CLECs requested that this Action Item remain open until the TPP document is finalized.</p> <p><u>AI-44 Sub-committee to better define how the "Blanket Letter of Agency" will be handled with regard to CR0184 and CR0246 (CLOSED)</u></p> <p>CLECs requested that the 5-22-02 ranking of CR0184/CR0246 be added to the Action Item Log and then it could be closed.</p> <p><u>AI-70 Propose language for Section 6.0 of the CCP document & Appendix to incorporate addressing technical issues as a standing agenda item for the monthly meetings (CLOSED)</u></p> <p>Valerie Cottingham (BST Change Management Team) stated that it is currently reflected in the CCP process that quarterly meetings will be held to address technical issues. This was balloted and approved by the CLEC community earlier in the year. New language is being proposed for the CCP document based on CLECs request to reflect that technical issues will be a standing agenda item for the monthly meetings. It was agreed to proceed with balloting this issue.</p>

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	<p><u>AI-72 Investigate adding PMAP to the list of legacy systems within the scope of CCP (OPEN)</u></p> <p>Phil Porter (BST) stated that PMAP is a measurement system developed by BST to provide performance measures in compliance with various State PSC orders. PMAP is not a legacy system used by the CLECs for the establishment and/or maintenance of services and therefore should not be added to the list of legacy systems within the scope of CCP.</p> <p>The format and content of PMAP is controlled by the parameters of each PSC in each state after receiving and considering comments/suggestions from the CLEC community. These orders also provide a timeline for implementation based on the state order.</p> <p>Phil also stated that BellSouth has a process for CLECs to provide input and suggestions for improving PMAP. Bernadette questioned if changes to PMAP were made for all CLECs. Phil replied that a spreadsheet is posted monthly in the Current Site Update section on the homepage of the PMAP website that lists all the changes and includes a raw data users document.</p> <p>Bernadette stated that the Line Loss reports are critical information to the CLECs. PMAP also includes operational reports, which is a key issue for CLECs; therefore it should be included in the scope of CCP. Mary Conquest (ITC Deltacom) and Tyra Hush agreed. Shamone Stapler (ITC Deltacom) mentioned that there is no raw data outage notification. Mary commented that PMAP system outages are not included in the process. Phil advised that PMAP has regular scheduled downtimes that are posted. PMAP is also down on the 20th of the month to load reports. This is a planned outage and is posted on the PMAP website. Jay Bradbury (AT&T) stated that PMAP availability needs to be part of CCP because it is operational.</p> <p>There are two sub items of PMAP:</p> <ul style="list-style-type: none">• Regulatory report data• Operational issues <p>Bernadette commented that the operational issues include more than just Line Loss reports. Phil stated that it would also include the PON status report, COSMOS, etc. Although BellSouth contends that the regulatory report data should not be within CCP, Phil agreed to investigate if the operational reports in PMAP should be included within the scope of CCP. See New Action Items.</p>

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	<p><u>AI-77 Investigate utilizing the format of Appendix I for providing estimated release capacity, including forecast for Type 6's (OPEN)</u></p> <p>Dennis Davis (BST) requested input from the CLECs regarding this request. Jay indicated that he had included a modified Appendix I in the revised Redline/Greenline Document reflecting how it could be utilized for providing estimated release capacity upfront. There was some discussion on whether this should be addressed within CCP or deferred to the GA PSC since they were requesting a revised Redline/Greenline Document. Jay commented that only the disagreed items should be submitted to the GA-PSC staff. It was agreed that a CCP conference call would be scheduled to address this item and that it should not be referred to the GA PSC for resolution. See New Action Items.</p> <p><u>AI-80 (Redline/Greenline Issue #56) – Investigate adding the following language to Appendix D: Defects in a frozen map will be corrected based on a collaborative discussion between BST/CLECs and based on user impact (OPEN).</u></p> <p>BST proposed that high impact defects discovered in frozen maps would be corrected. Medium impact defects may be considered for correction based on user impact and collaborative discussions between BST and affected CLECs. This issue is also included in the Redline/Greenline Document. As in the case of AI-77, it was agreed that a CCP conference call would be scheduled to address this item and that it should not be referred to the GA PSC for resolution. See New Action Items.</p>

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	<p><u>AI-88 BST to revisit CR0690 to determine if it should be reclassified as a defect. (CR0690-NuVox request notification of a previous LSR in clarification or FOC status determined on the telephone numbers to be ported. This will allow the CLEC to facilitate the prevention of tn's going to the orphan list and customer double billed.) (OPEN)</u></p> <p>Yahkiah Wilson (BST) explained that CR0690 was new functionality to be added to the LNP gateway. Cheryl Haynes (NuVox) stated that in the January meeting the BST SMEs identified that this issue was a defect in the LNP gateway because the system was allowing multiple LSRs on the same TN. Rodney Strawter (BST) explained that CR0690 addresses an out of process condition where the same provider sends multiple LSRs in for the same telephone number(s). This is usually when the situation occurs. It was mentioned in the 6-26 meeting that this happens occasionally when different providers send in LSRs. Today, due to this out of process condition, there is no functionality in place to send a notification that an LSR already exists on a particular TN. This same information was provided to NuVox in several meetings up to and including the meeting in January 2002.</p> <p>Rodney indicated that BST requested that NuVox submit a change request for this type of notification through the CCP process so that it would be communicated to all CLECs and the appropriate level of priority could be established. CR0690 was prioritized by the CLEC community on 5-22-02 and was ranked #11.</p> <p>The functionality that will be implemented with CR0690 will include the requirements for whether the LSR is submitted by the same CLEC or a different provider. Bernadette expressed frustration regarding this issue and agreed with NuVox that CR0690 should be classified as a defect. Rodney provided the following example: An LSR is already pending. The same provider can submit another LSR not realizing they sent a previous LSR for the same TN (or another provider sends an LSR with the same TN). These out of process situations are manually handled in the LCSC as they become aware of the issue and the appropriate clarification sent back to the CLEC.</p> <p>Cheryl Haynes stated that the BST response was not acceptable. BST advised NuVox that the escalation process will be the next step if they want to pursue this matter.</p>

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	<p><u>AI-89 BST to investigate opening a CR to identify the TAG transformation effort as well as the Infrastructure Migration effort (CLOSED)</u></p> <p>Dennis proposed that the Network Infrastructure initiative be a standing agenda item for the monthly CCP meetings. Change requests that are included in a release for this infrastructure initiative will be tracked accordingly within the CCP Release Management Documents. There were no objections to this proposal.</p> <p><u>AI-93 BST to investigate examples of what severity level "Migrate by TN" and the "Parsed CSR" defects were classified (CLOSED)</u></p> <p>Rose Kirkland (BST) reported that Migrate by TN and Parsed CSR defects were mostly Severity 3's and a few Severity 4's.</p> <p><u>AI-94 BST to capture that there will be an "iterative session" used to review requirements and documentation with CLECs (OPEN)</u></p> <p>Cheryl Storey (BST Change Management Team) stated that CR0841 had been submitted to reflect the Release Plan intervals that were discussed at the 5-22-02 CCP meeting. A statement was included in the CR that reflects more frequent meetings will be scheduled as needed to review the draft user requirements. Since this is a process change, Cheryl requested that the CLECs review the CR and that it be discussed at the July CCP meeting so we could move forward with balloting. Bernadette questioned the intervals. Meena Masih (BST) replied that the 5-22-02 meeting discussion included new intervals for delivering draft & final user requirements, specifications and business rules to support the replacement of Production Release Terminology in lieu of minor and major. The new intervals also provide additional time for the CLECs to review the draft user requirements, provide simultaneous delivery of the final user requirements, specifications and business rules to the CLEC community and increase the CAVE Testing Window. These changes were made based on requests from the CLECs. The 2003 Release Schedule was developed using these intervals.</p> <p><u>AI-101 BST to provide flow of the defect validation process (OPEN)</u></p> <p>Steve reported that the defect flow is targeted for distribution to the CLECs by 6/28/02.</p> <p><u>AI-106 BST to investigate its testing process concerning CLEC to CLEC migration situations in its test cases (CLOSED)</u></p> <p>Eric reported that CLEC to CLEC migration testing has been performed in the past. Tyra questioned if CLEC to CLEC migration testing is available in CAVE. Eric confirmed that this can be tested in CAVE, with the following understanding: BellSouth defines a CLEC to CLEC migration as being submitted with an LSR Activity of V or W, with the intent to migrate a customer from one OCN (CLEC) to another. BellSouth has established several OCN's for CLEC and internal quality assurance testing. These OCNs are 8002, 8003, 9999, etc. During the testing of this scenario the actual test is performed by migrating one of BST established OCN's to the CAVE OCN of 9999. (i.e., CLEC submits a CAVE LSR under the 9999 OCN, and the account they are migrating is presently built as 8002).</p>

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	<p><u>AI-108 BST to determine why the COG API defect (CR0803) was not discovered in testing prior to the implementation of Release 10.5 and re-evaluate the impact level (CLOSED)</u></p> <p>CR0803 was reclassified as a High impact defect. Rose stated that this was tested in pre-production and CAVE. No problems were encountered. CR0803 was not discovered because of minor differences in parameters/settings between production and test environments. Bernadette requested that BST provide an example of the differences between production and test variables. See New Action Items.</p>
	<p><u>AI-110 BST to ballot using Severity 1-4 as the new levels of impact for defects in the CCP (CLOSED)</u></p> <p>Steve stated that on ballot 12, item #6, there was a typo. "High Impact" should have reflected "Severity 2". Steve asked the CLECs if a re-ballot was needed. The CLECs indicated that a re-ballot was not needed, but requested that this be noted on the results that are distributed later this week.</p>

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	<p><u>AI-111 BST to investigate documenting an additional step in the Testing Process involving the "GO/NO-GO" decision (OPEN)</u></p> <p>Dennis stated that his understanding was that there are two open issues with the GO/NO-GO process: (1) who is eligible for voting and (2) is the vote the final decision.</p> <p>As for the overall rewrite to document the new testing process improvements, Jay indicated that both the CLECs and BST have submitted new versions of Section 10.0 Testing for inclusion into the CCP Redline/Greenline Document and that it appears we are very close to an agreement. Jay volunteered to coordinate a CLEC meeting to compare both versions and provide feedback to BST. As in the case of AI-77 and AI-80, these areas of the Redline/Greenline are considered Open and under discussion within the CCP and are not being referred to the GA PSC for resolution. See New Action Items.</p> <p>It was requested that BST's position on the GO/NO-GO process be included in the minutes. BST's position is as follows:</p> <p><i>Production Release Implementation Recommendation:</i> <i>One week prior to the production implementation of a release that is being tested in the CAVE pre-release cycle, BellSouth will host a conference call with the CLEC community to discuss the status of testing and to address any questions and/or concerns that the CLEC community may have in regards to the release. During this conference call, BellSouth will take a CLEC production implementation recommendation vote for the release.</i></p> <p><i>During the conference call, CLECs eligible to vote will be allowed to:</i></p> <ul style="list-style-type: none"> • <i>Vote to recommend implementation of the release as scheduled. (PROCEED)</i> • <i>Vote to recommend deferral of the release implementation to a later date. (DEFER)</i> <p><i>Only CLECs who participated in pre-release testing in the CAVE environment will be called upon to vote. If a CLEC cannot attend the conference call to cast their vote, they may e-mail their vote to the designated BellSouth representative prior to the conference call. BellSouth will confirm receipt of their vote, and count that vote in the final tally. If a CLEC opts to not participate in the voting process, that decision will be recorded but will not affect the final tally of votes that are actually cast (the majority decision will only be determined by counting votes that are submitted).</i></p>

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	<p><i>In order for a CLEC to cast a "defer" vote, they must be affected by one of the following two (2) conditions:</i></p> <ul style="list-style-type: none"> <i>An un-resolved validated Severity 1 defect</i> <i>An un-resolved validated Severity 2 defect (with no work-around)</i> <p><i>BellSouth will solicit the votes verbally from the eligible CLECs during the conference call, and compile a list of the individual responses. BellSouth will tally the votes for "Proceed" vs. "Defer". The response that received the most votes will represent the collective CLEC recommendation for the release. In the event that both options receive an equal number of votes, BellSouth will treat this as a "deadlock" vote.</i></p> <p><i>Once the CLEC recommendation has been determined, BellSouth will publish the recommendation in the daily testing status report that is published on the day that the vote took place. The report will include the collective decision (Proceed, Defer or Deadlock), as well as a list of those CLECs who participated in the voting process and the vote that they submitted. BellSouth will then use this recommendation, combined with the recommendations of its quality assurance testing teams and the information collected during the pre-release testing cycle to make a final decision as to whether or not the release is implemented on the targeted date.</i></p> <p><i>Jay commented that the BST position did not address Severity 3 defects. Jay will include Severity 3 discussion in the CLEC meeting that he will be coordinating to compare CLEC/BST versions of Section 10.0.</i></p>
<p>3. RELEASE MANAGEMENT STATUS</p>	<p>Cheryl Storey reported that Release 10.6 is scheduled for 8/24/02-8/25/02. The TAG API Version 0 for Release 10.6 was posted to the web on 6/14/02. Cheryl asked if there were any questions regarding the release management documents that were provided for the meeting. There were no questions.</p> <p>Brenda Slonneger (BST) provided the following schedule for ELMS6 meetings to begin reviewing the draft user requirements:</p> <ul style="list-style-type: none"> July 9, 2002 Review Resale, Port, Loop, Number Portability and Loop w/NP July 23, 2002 Review LSR, EU, FOC/CN and Pre-Order July 30, 2002 Review Directory Listing August 6, 2002 Review RPON & Hunting August 13, 2002 Review DID & Parsed CSR <p>One week prior to each meeting, the draft user requirements for the upcoming session will be distributed to the CLEC community. Brenda requested that the CLECs submit any questions/concerns prior to the meetings to ensure that the issues can be addressed at the meeting.</p>

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	<p>Mel Wagner (Birch) questioned when the 2003 Work Breakdown Schedule would be provided. Meena Masih replied that it would be provided during the week of July 1, 2002.</p>
<p>4. INFRASTRUCTURE CHANGES</p>	<p>Audrey Thomas (BST) and Jill Williamson (BST) provided an overview of the BellSouth Infrastructure Transition. Audrey stated that the Infrastructure Transition is the migration of functionality from the current Encore platform to the Integrated Digital Network (IDN) platform. All products/services will move to the IDN platform. This transition will include the retirement and re-architecture of some applications. Phase 1 will include the TAG transition and the migration of some of the products/services. Phase 1 is tentatively planned to occur over the next 18-24 months. The clock for the 18-24 month timeframe started in April/May; however, Audrey indicated that the 18-24 month timeframe would be changing. All subsequent phases are TBD. LNP will be a separate phase. Tyra questioned if the TAG Transition would complete 12/03. Audrey replied 'yes'. Audrey also mentioned that some of the TAG API retirement dates may be extended; they will not all expire 12/03.</p> <p>Mel Wagner questioned if the 3/03 release would be utilized for these infrastructure changes. Jill replied that this is the plan.</p> <p>Jill reviewed the benefits of the transition. Refer to presentation that was provided for 6/26/02 meeting.</p> <p>Jill reviewed the systems that will be impacted by the transition. LSR-R, LEO and LESOG will be retired. The timeframe is TBD (will be after 12/03). The CLECs questioned what system would replace LEO. Jill replied that the IDN platform will be utilized and additional databases will be introduced to store data that may have been in LEO. Jill also stated that the service order generator that exists in IDN today would replace LESOG.</p> <p>The CLECs questioned the impacts to EDI. Jill stated that there will be minimal or no impact to EDI. The backend portion will go through IDN instead of Encore.</p> <p>The CLECs questioned if testing would be available. Jill replied 'yes'. CLECs will have the opportunity to test transitioned services in CAVE, prior to production.</p> <p>Jill stated that the method for transition would be by REQ TYP and/or Product Type and application. For example, SL1 loops may be transitioned in one release and ISDN loops in another. Jill also stated that CLEC change requests, where applicable, would be included in the transition plans.</p> <p>Targeted features include:</p> <ul style="list-style-type: none"> • Release 10.6 – TAG Transition – Thin API • Release 11.0 – TAG Transition – XML Schema <p>Mel Wagner questioned the CSOTS re-architecture. Jill stated that this is currently under design. The plan is to utilize the IDN platform and continue to support the services CSOTS does today.</p> <p>Additional information will be provided to the CLECs at the July CCP meeting.</p>

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5. ESCALATION PROCESS	Valerie Cottingham stated that a 4 th level (Network Vice President) had been added to the Escalation Contact List on the CCP web site. Valerie requested that this information also be added to the CCP Process document. Tyra expressed concern that a 4 th level would lengthen the escalation process, however Dennis stated that it was not BST's intent to lengthen the process. It was suggested that the 1 st level escalation be removed for Types 2-5. It was agreed to ballot this item (changing Dennis Davis to be the 1 st level contact and addition of Network Vice President as 3 rd level).
6. CLARIFICATION ONLY CHANGES	<p>Doyle Mote (BST) asked if there were any questions regarding the items listed on the clarification only changes document. Mel Wagner questioned the source that required BST to make these changes. Doyle replied that changes were made based on perusal of the document. The changes were made to make the wording clearer.</p> <p>Mel questioned if BST was aware of a BAPCO related fix associated with partial migrations that was scheduled for 6/28/02. BST agreed to investigate this issue. See New Action Items. Mel also requested that BST consider including BAPCO within the scope of CCP.</p>
7. REGULATORY ISSUES	Steve reviewed the summary of the Regulatory Mandates. There were no questions.
8. REPORT OF SYSTEM OUTAGES NOTE: Details of each outage are posted on the Change Control website at www.interconnection.bellsouth.com/markets/lec/ccp_live/ccp.html	<p>The following Type 1 System outages/degradation have occurred since the 06/04/02 Status Meeting:</p> <p>LENS – 6 EDI – 1 TAG – 5 CSOTS – 1 EC-TA – 2 TAFI – 0</p>

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9. CHANGE REQUEST LOG	<p>Steve asked if there were any questions regarding the change requests listed on the CR LOG. Bernadette requested the status of the defects as a result of Release 10.5. Steve provided the following status:</p> <ul style="list-style-type: none"> • CR0800 – Scheduled for Release 10.6 – Low Impact • CR0801 – TBD – Low Impact • CR0802 – Corrected 6/5/02 – High Impact • CR0803 – Corrected 6/5/02 – Medium Impact • CR0804 – Corrected 6/9/02 – High Impact • CR0805 – Corrected 6/5/02 – Medium Impact • CR0806 – Corrected 6/5/02 – Medium Impact • CR0807 – Corrected 6/6/02 – High Impact • CR0808 – Corrected 6/5/02 – Medium Impact • CR0811 – Corrected 6/8/02 – High Impact • CR0812 – Corrected 6/8/02 – High Impact • CR0821 – Corrected 6/10/02 – Medium Impact • CR0822 – Corrected 6/10/02 – Medium Impact • CR0823 – Scheduled for Release 10.6 – Low Impact • CR0831 – Corrected 6/16/02 – High Impact • CR0832 – TBD – Medium Impact • CR0836 – TBD – Medium Impact <p>It was requested that this list be distributed to the CLECs. BellSouth agreed to distribute.</p> <p>The status of CR0826 was requested. Tami Swenson (Accenture) stated that they do not agree with the BST response. Steve advised that BST was incorrect in the response given because ACT of S is supported for REQ TYP M. The business rule was removed from the BBR-LO in error and was reflected in CR0615 as a documentation defect. The business rules will be added back to the BBR-LO in the 08/26/02 update of the BBR-LO. BellSouth has not discontinued processing the orders. It's business as usual. CR0826 will be updated to reflect this information.</p>
10. SUMMARY OF NEW ACTION ITEMS	<p>The following new actions items were captured from the 06/26/02 Monthly Status Meeting and are also documented on the attached Action Item Log:</p> <p>NEW ACTION ITEM: BellSouth to reflect the ballot # in the Action Item Log (AI-19) where the following language was approved: In the event correction of a defect may potentially cause the CLECs to perform coding or business rule changes, BST will provide notification and appropriate documentation with the release notification.</p> <p>NEW ACTION ITEM: BellSouth to investigate if the operational reports of PMAP should be included within the scope of CCP.</p> <p>NEW ACTION ITEM: BellSouth to schedule a conference call to address the following open items in the Redline/Greenline document: Appendix I for providing estimated release capacity and Appendix D.</p> <p>NEW ACTION ITEM: BellSouth to provide an example of the differences between production and test variables. Associated with AI-108 on why the COG API defect (CR0803) was not discovered in testing prior to Release 10.5.</p>

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	NEW ACTION ITEM: Jay Bradbury (AT&T) to coordinate a CLEC meeting to compare new Section 10.0 versions from BST/CLECs. Severity 3 defects in the GO/NO GO process will also be discussed.
	NEW ACTION ITEM: BellSouth to include its position on the GO/NO-GO process in the 6/26/02 meeting minutes.
	NEW ACTION ITEM: BellSouth to contact Birch and investigate the BAPCO fix associated with partial migrations that is scheduled for 6/28/02.